



# **HUMAN**

**SERVICES | STORIES**



**20  
21 | ANNUAL  
REPORT**





MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

## 2021 ANNUAL REPORT

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# ABOUT THE MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

## Offering Mississippians Young and Old Tangible Help Today to Create Lasting Hope for Tomorrow

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The Mississippi Department of Human Services has its origins in legislation passed in 1935 during the closing days of Governor Mike Conner's administration and the early days of the administration of Governor Hugh White in 1936. Governor Conner called a special session of the Mississippi Legislature in October 1935 to consider ways to financially assist certain groups of needy Mississippi residents. The Legislature responded by passing the "Emergency Relief Act," which created a state department of emergency relief consisting of a five-member State Welfare Board, a State Commissioner and, not more than ten additional workers. The law also provided for the creation of county welfare or relief boards and appropriated \$700,000 to be given to the needy, aged, blind, crippled or otherwise disabled, and dependent children under certain conditions [Laws, 1935, Ch. 18].

The State Department of Public Welfare, the predecessor of the Department of Human Services, was created by the Legislature in April 1936 as part of the passage of the "Mississippi Old Age Security Act." The Emergency Relief Administration, which had only functioned for five months, was abolished. The law provided for the creation of a State Board of Public Welfare, a Commissioner of Public Welfare, and county boards of public welfare. It accepted the provisions of the federal Social Security Act as applicable to needy persons more than 65 years of age and appropriated \$1,000,000 to fund the program, an amount to be matched by the federal government [Laws, 1936, Ch. 175].

The Mississippi Department of Human Services (MDHS) was renamed and established by the legislature in 1989 as part of the state government's reorganization [General Laws of the State of Mississippi, 1989, Ch. 544]. The new department assumed the responsibilities of the State Department of Public Welfare and the State Board of Public Welfare. The agency also absorbed the Office of Energy and Community Services, the Juvenile Justice Advisory Committee, and the Mississippi Council on Aging, which was formerly within the Division of Federal/State Programs, Office of the Governor [Mississippi Code Annotated, 1972, §43-1-6].

The Mississippi Department of Human Services is a respected partner in a healthy, safe, interconnected community where all basic needs are met in an environment of independence and dignity that affords opportunities for a better quality of life while promoting responsibility and accountability in an atmosphere of respect.



# A LETTER FROM THE EXECUTIVE DIRECTOR

"If you cannot find hope in humanity,  
be the hope in humanity."

---

It is with great pleasure that I share the 2021 Mississippi Department of Human Services Annual Report: Human Services – Human Stories. This report is more than just facts and numbers; it is full of stories about humanity finding hope.

Since assuming leadership of the Mississippi Department of Human Services in March 2020, it has been a privilege to work alongside the dedicated employees who work each day to offer Mississippians young and old tangible help today to create lasting hope for tomorrow.

We are in the business of providing kindness and gentleness to humans in their time of greatest need. These human stories of life change are what continue to move MDHS forward and provide a framework for our staff and partners as we help restore faith in humanity.

Over the last year, while it seems that every corner of our lives has been in a constant state of flux, our desire is that the Mississippi Department of Human Services has been a source of HOPE to Mississippians of all ages.

"If you cannot find hope in humanity, be the hope in humanity."

As you read these stories, it is my desire that you are encouraged by the hope that the Mississippi Department of Human Services provides to Mississippians young and old every day.



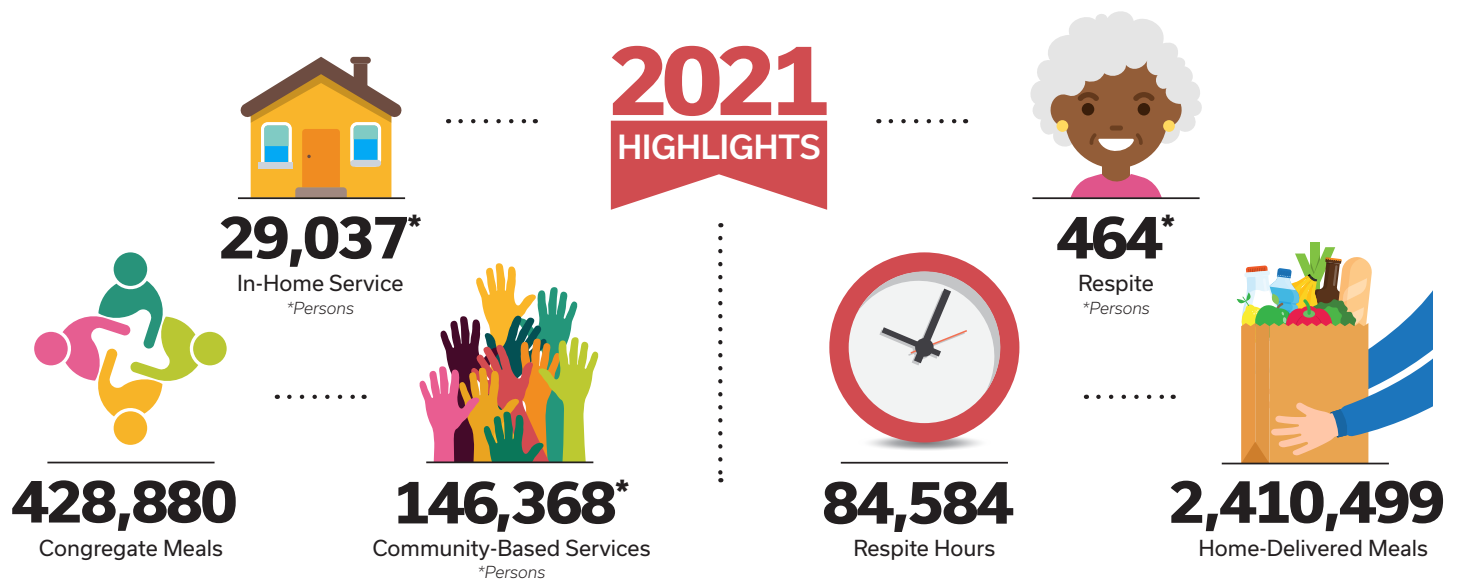
A handwritten signature in black ink that reads "Robert G. Anderson". The script is fluid and cursive.

Robert G. "Bob" Anderson  
Executive Director

# AAS

## DIVISION OF AGING AND ADULT SERVICES

The Division of Aging and Adult Services (DAAS) assists aging and vulnerable adults, their families, and caregivers in achieving healthy, safe, and independent lifestyles, through advocacy, protection, education, and stewardship of public resources.



## STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP)



### SHIP AND THE MISSISSIPPI BRAVES

The State Health Insurance Program (SHIP) and the MS Braves partnered for Older Americans Month to provide an opportunity to educate aging adults on programs offered by DAAS. Over four Tuesdays in May and June, seniors had an opportunity to connect with the State Unit on Aging team and volunteers and attend the Braves game.

### MEDICARE UNIVERSITY

Since it was created in 2019, Medicare University has educated 177 beneficiaries, family members, caretakers, and community stakeholders about Medicare. Recognizing the isolation and vulnerability of Mississippi's aging populations, DAAS was unfazed by the pandemic transforming the Medicare University into a series of 3-5 minute videos called "Let's Talk Medicare".

Medicare University provided continued care and advice to aging populations left isolated by the pandemic.



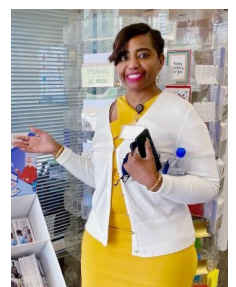
### ST. VINCENT DE PAUL PROJECT

St. Vincent De Paul project DAAS is not limited to the four walls of a home or care facility. During March 2021, State Health Insurance Program staff (SHIP) joined with the St. Vincent De Paul project to provide information and resources to homeless individuals who qualify for Medicare benefits.

Homeless individuals with past work history may have accrued enough eligibility for free Medicare Part A. SHIP provided contact information for participants to connect to SHIP counselors. SHIP Volunteer Coordinator, John Robinson, sewed and donated fifty drawstring backpacks for the project. The outreach event provided fresh fruit/vegetables and a face mask for participants.

### MEDICARE RESOURCE CENTERS

Medicare Resource Centers are placed in all 10 Area Agency on Aging (AAA) locations throughout the state containing information on State Health Insurance Assistance Program (SHIP) and Medicare Improvements for Patients and Providers Act (MIPPA).





## OLDER ADULT NUTRITION PROGRAM



### THE NUTRITION SHELF STABLE FOOD DRIVE

The Nutrition Shelf Stable Food Drive collected 3,476 food items from our employees in the State Office and donated them to all 10 Planning and Development Districts.



### OLDER ADULT NUTRITION PROGRAM

During the COVID-19 pandemic, Three Rivers Planning and Development District continued to keep their congregate sites open. Some older adults have been vaccinated and continue to meet at their local congregate sites in Oxford, Abbeville, and Aberdeen for recreational purposes.

### ADULT PROTECTIVE SERVICES (APS)

#### WORLD ELDER ABUSE AWARENESS DAY (WEAAD)

June 15 is recognized nationally as World Elder Abuse Awareness Day. This year APS staff celebrated this day by involving county and state office employees and educating them on the signs and causes of elder abuse. State Office staff visited a booth with information and goodies for them to take with them. During the weekly Jackson Mayoral Press conference held that day, APS was able to recognize this day to the local Jackson community as well as being interviewed by Maggie Wade with WLBT. To watch the first WEAAD video we used on social media to promote and educate all our followers about elder abuse, scan here:



### TRIO COMMUNITY MEALS

Our partners in providing meals for congregate and home-delivered meals, Trio Community meals, donated 140 blankets and 400 pairs of socks to older adults.



### HOME AND COMMUNITY BASED SERVICES (HCBS) PROGRAM

HCBS helped re-open the S.L.A Jones Senior Center in Clarksdale, after it was closed for nearly a year due to the pandemic. They provided training to Adult Day Care Centers and churches to raise awareness for the Lifespan Respite Voucher Program. Approximately 300 individuals attended this training.

They disseminated over 200 water filtration pitchers to older adults and individuals with disabilities by partnering with The Light House Project LLC.

Through Operation Fixing Leaks or Water Breaks (F.L.O.W.), the HCBS coordinator has repaired more than 50 pipes free of charge in the Jackson Metro area.

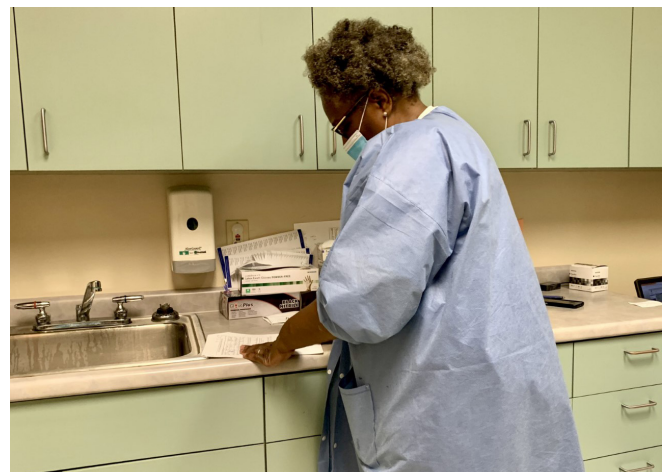
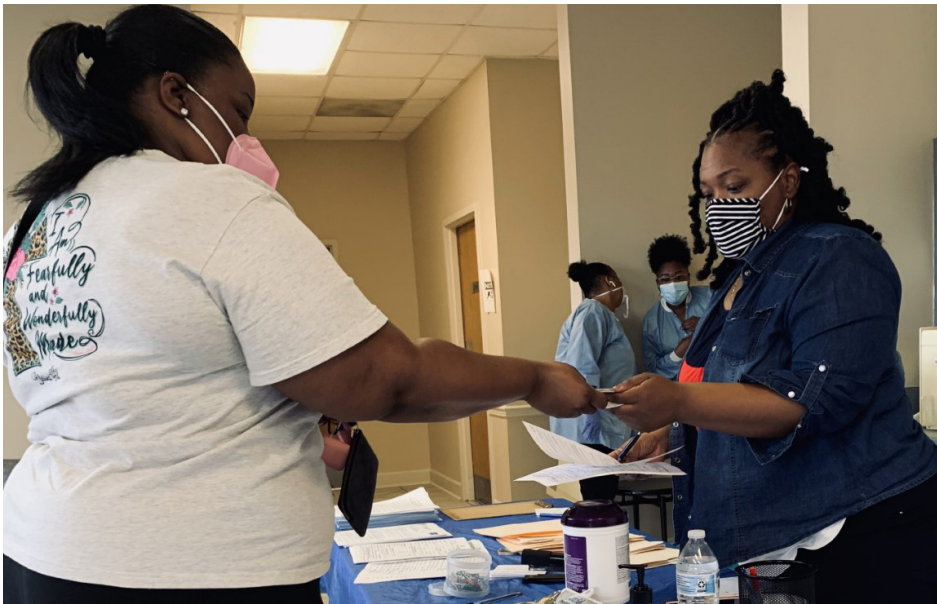


## MISSISSIPPI ACCESS TO CARE (MAC)

### PLANNING AND DEVELOPMENT DISTRICTS HELP WITH VACCINES AROUND THE STATE

Central Mississippi Planning and Development District's (CMPDD) MAC Center partnered with Harmony House Calls and Medical Services to provide COVID-19 vaccinations for homebound individuals age 60 and older or individuals who are disabled. They also partnered with Inspire Transport to provide transportation to COVID-19 vaccination appointments and issued virtual monthly newsletters to promote awareness of important health topics. Southern MS Planning and Development District's (SMPDD) MAC Center connected with Coastal Family Health Center (CFHC) to arrange vaccine access for homebound adults and adults with disabilities.

DAAS and the North Delta AAA held a mobile vaccination event in Clarksdale on April 7. DAAS, NDAAS, and the Mississippi State Department of Health, Office of Health Equity, worked together to provide COVID-19 vaccinations to approximately 40 homebound older adults and minority populations. "It's critical that we do all we can to get older adults and minority populations vaccinated as soon as possible. I hope we can do more events like this in the future." -Kenyada Blake, Director of Aging and Adult Services





## TRANSITION TO COMMUNITY REFERRAL (TCR)

MAC Centers began managing the TCR process in December 2020, a program previously handled by The Division of Medicaid. Residents and nursing facility staff collaborate to identify services that will allow the resident to live safely and independently in the setting they choose. MAC Center staff reviews the referrals and sends them to the appropriate Medicaid Waiver office or to The Mississippi Department of Rehabilitation Services to connect individuals to the services they need. Since taking over the TCR process, MAC Center staff has assisted 299 older adults and adults with disabilities across the state in achieving their goal to transition from living in a long-term care facility to living in the community.



## SOUTHERN MS PLANNING AND DEVELOPMENT DISTRICT (SMPDD)

Southern MS Planning and Development District (SMPDD) MAC Center developed the Emergency Transition Support Program to help individuals seeking transition back to a home setting either from a hospital or nursing facility. This program provides meals and homemaker services to older adults and adults with disabilities. MAC Centers have been essential in connecting older adults, adults with disabilities, and their caregivers with services and supports needed throughout the pandemic. MAC Center staff have conducted weekly follow-up calls with program participants to increase social engagement and connectedness. This program supports the Administration for Community Living (ACL) goal to decrease social isolation for older adults and adults with disabilities during the pandemic by helping them live in their communities.

## COMPUTERS HELP NURSING FACILITY RESIDENTS STAY CONNECTED THROUGHOUT THE PANDEMIC

To combat social isolation, Three Rivers Planning and Development District's (TRPDD's) MAC Center provided laptops to nursing facilities throughout their planning service area to allow residents to see and speak to their loved ones.

Jackson MAC Center initiated the "Stay Connected Project." They supplied Samsung tablets to long-term care facilities located in Central and Southwest MS to allow residents to communicate with family and friends. They also provided PPE Kits to caregivers of older adults and adults with disabilities.

## STATE LONG-TERM CARE OMBUDSMAN

In May 2020, during the height of the COVID-19 pandemic, the State Long-Term Ombudsman's office distributed activity books and crayons for the residents of Mississippi's long-term care facilities to ward off boredom, depression, and isolation. While residents were quarantined and separated from their families due to COVID-19 restrictions, this small activity allowed residents to occupy their minds and hands with a measure of fun and nostalgia. In a time of such uncertainty, this gesture brought a smile to many lonely faces.



# CSE

## DIVISION OF CHILD SUPPORT ENFORCEMENT

Children need financial, emotional, and medical support from both parents. Although parents may not live together or communicate well with each other; it is essential they work together to support their child(ren). Services provided by the child support enforcement program, include, but are not limited to, paternity establishment, location and enforcement services, and obtaining/seeking to modify court orders. The Mississippi Department of Human Services, Division of Child Support Enforcement, exists to provide these services while also contributing to the family's ability to become self-sufficient and maintain self-sufficiency.



**12,976**

New support orders  
established to enforce court  
orders for Child Support

**2021**  
HIGHLIGHTS



**\$1,752,134.65**

Collected from 1,068 frozen accounts



**\$2,480,599.45**

Collected from State tax offsets



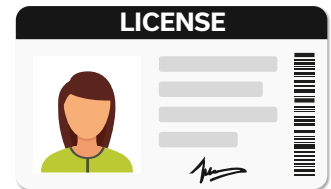
**62,108**

Absent parents located



**\$62,410,400.60**

Collected from Federal tax offsets



**4,393**

Licenses suspended for non-payment  
of Child Support



**\$439,663,791.76**

Total amount of Child Support payments  
collected through the Central Registry for  
Interstate cases.



**13,207**

Total cases received by Mississippi  
from other States



**15,491**

New paternity establishments





# 250,439

Child Support Cases  
*at the end of the fiscal year*

# 86.2%

With a  
Child Support Order

## ESTABLISHING COURT ORDERS FOR CHILD SUPPORT AND MEDICAL SUPPORT

For child support to be enforceable by MDHS, there must be a court order requiring the payment of support. For a child support order to be entered, a complaint for support or a stipulated agreement of support must be filed with the court.

*12,976 new support orders established enforcing court orders for Child Support*

## STATE PARENT LOCATOR UNIT

Location services are provided as part of each full-service child support case. However, you can complete an application for locating services free of charge. Federal regulations require the agency to attempt to locate parents who owe support for child support purposes using all appropriate local, state, federal, and interstate sources as authorized by state law. Mississippi law also requires the agency to establish a state parent locator service to locate parents who owe support and putative parents; the service utilizes all appropriate public and private locator sources. All information shall be confidential and shall not be used or disclosed except for specified purposes.

*62,108 absent parents located*

## TAX OFFSET PROGRAM

Tax Offset is the interception of the federal and/or state income tax refunds of a parent responsible for paying child support. It is a primary method for the collection of delinquent child support payments. This collection method is used to collect past-due child support, spousal support, and medical support.

*\$62,410,400.60 collected from Federal tax offsets*

*\$2,480,599.45 collected from State tax offsets*

## CHILD SUPPORT ENFORCEMENT NETWORK

Automated nationwide communication network linking child support agencies which allows information to flow electronically.

## FINANCIAL ACCOUNT SEIZURES

A parent who has a child support obligation may have bank accounts frozen to satisfy the child support owed.

*1,068 accounts frozen*

*\$1,752,134.65 collected from frozen accounts*

## CENTRAL REGISTRY FOR INTERSTATE CASES

The Central Registry is the point of contact for other state child support agencies. The registry redirects the information to the appropriate office.

*8,238 total Mississippi cases sent to other States for enforcement  
13,207 total cases received by Mississippi from other States for enforcement*

## LITIGATION LIENS

A parent who has a child support obligation who is injured at work and has a workers' compensation claim or who has a personal injury claim (car accident, etc.) may have to pay all or a portion of any award or settlement related to these claims to satisfy child support obligations.

*1,658 liens filed*

*\$2,938,661.79 collected from litigation liens*

*\*Enforcement methods not included: credit bureau reporting, unemployment, passport revocation, and contempt hearings*

*\$439,663,791.76 Total Amount of Child Support Payments Collected Collaborating with other States, Countries, and Tribal Nations to Establish/Enforce Support*

## LICENSE SUSPENSION PROGRAM

A parent who owes back child support may have any state-issued license suspended for nonpayment.

*4,393 licenses suspended for nonpayment of child support during the fiscal year:*

*Department of Public Safety: 4,062*

*Department of Wildlife: 317*

*Board of Cosmetology: 3*

*Auctioneer Commission: 1*

*Board of Education: 2*

*Insurance Commission: 8*

## PATERNITY ESTABLISHMENT

Establishing paternity gives a child born outside of marriage the same legal rights as a child born to married parents. A child is entitled to benefits through their legal parents. These benefits include Social Security benefits, veterans' benefits, and inheritance rights. Children may also benefit by knowing their family's biological, cultural, and medical history.

*New paternity establishments for 15,491 children*



## DIVISION OF COMMUNITY SERVICES

The Division of Community Services addresses clients' immediate and long-range challenges by helping to alleviate the causes and effects of poverty.



**39,435**

Households served with  
\$36,504,428  
(LIHEAP)

**2021**  
HIGHLIGHTS



**41,833**

Clients Served with  
\$11,687,783  
(CSBG)



**113**

Homes weatherized with  
\$4,949,386 \*due to COVID-19,  
production was suspended  
(WAP)

### LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP provides financial assistance for eligible households to help pay the cost of home energy bills and other energy-related services. Households may qualify for regular LIHEAP assistance and/or the Energy Crisis (Emergency) Intervention Program for natural gas, wood, electricity, propane/butane gas, and other energy-related services such as air conditioners, heaters, fans, hot water heaters, and blankets.

39,435 households served with \$36,504,428



### WEATHERIZATION ASSISTANCE PROGRAM (WAP)

Low-Income Weatherization Assistance Program funds are used to improve the conditions of eligible clients' homes. The program is designed to reduce home heating and cooling costs by improving energy efficiency and ensuring health and safety. Priority is given to low-income, elderly, and disabled individuals. Weatherization measures include energy audits, air sealing, adding attic and wall insulation, installing smart thermostats, and lighting retrofits.

113 homes weatherized with \$4,949,386  
\*due to COVID-19, production was suspended

### COMMUNITY SERVICES BLOCK GRANT (CSBG)

CSBG funds are used to provide a range of services and activities for low-income families. The program offers services to help clients obtain an adequate education, secure and retain meaningful employment and adequate housing, pursue health and nutrition services, and access community resources and transportation through referrals.

41,883 clients served with \$11,687,783

## SUCCESS STORIES



### SHAMIKA CHILES

In 2020, Ms. Shamika Chiles joined Jackson County Civic Action Agency's case management program. Ms. Chiles was a single mother of 3 who was enrolled in the Healthcare Administration program at the University of West Florida. While working towards obtaining her bachelor's degree, Ms. Chiles needed assistance with the remaining costs of tuition. The agency assisted her with the balance and built a case plan that focused on her finishing her coursework and obtaining a marketable skill. Ms. Chiles completed volunteer work, provided updates on her grades regularly, and maintained consistent contact with her Case Manager. She successfully graduated with her bachelor's degree on May 8, 2021.

After graduating, Ms. Chiles wrote her case manager, "I would like to thank you and Jackson County Civic Action Center for the second chance of proving to myself and family that I have what it takes to do better. Thank you for trusting and believing in me; thank you for the continued communication with me, thank you. Because of you and the program, I've been offered an internship and a position at Coastal Family Health. God is so good."

### MS. COOK

Ms. Cook, a former alderman for the City of Quitman, Mississippi relocated to Brandon, Mississippi, in 2019 in search of better opportunities. Ms. Cook acquired full-time and part-time employment almost immediately. The Cook family's condition appeared to be enhancing until the family's only method of transportation required repairs. The auto repair cost was \$1,900, rent was due, and fees for her son's laptop were causing her stress. Ms. Cook was notified of South-Central Community Action Agency (SCCAA) by her apartment management, and she immediately contacted the agency to schedule an appointment. Ms. Cook stated, "My caseworker Ms. Bridget Shield was so friendly and sweet. I started to vent a little bit, and she was willing to hear what I had going on. I felt comfortable to cry in front of her." SCCAA

provided Ms. Cook assistance, and the family status changed from at-risk to thriving. In 2020, the Cook family enjoyed a wonderful year, but in 2021, due to the COVID-19 epidemic, Ms. Cook was dismissed from her job and was unable to collect unemployment benefits. Just when Ms. Cook thought things couldn't get any worse, a gentleman knocked on her door to notify her that her daughter and one-year-old granddaughter had been killed in a head-on collision. Ms. Cook was forced to exhaust the family's resources to pay for the interment services for her daughter and granddaughter, putting her in an at-risk status once more. Ms. Cook went back to SCCAA for assistance, this time depending on her case manager for strength and support. The case manager recognized Ms. Cook's work ethic, experience, and determination, and offered additional support and a recommendation for employment to the Rankin County Human Resource Agency (RCHRA). Ms. Cook was offered employment one week after interviewing with the Case Manager Supervisor and the Executive Director of RCHRA. Ms. Cook, a genuine inspiration to never give up, started her new job as a Case Manager in September 2021.

### SUNFLOWER-HUMPHREYS COUNTIES PROGRESS, INC.

Senior citizens from Sunflower-Humphreys Counties Progress, Inc. counties received a special treat courtesy of the staff of SHCPI's "Dinner is Served Project," which is funded by the CARES ACT. The program is a meal distribution project that provides a hot meal to the elderly and disabled in Sunflower and Humphreys counties.

The first deliveries took place on April 11, 2021, with SHCPI staff, volunteers, and the Sunflower County Sheriff's Department. The team reportedly distributed 625 meals and gift bags containing hand sanitizers, face shields, masks, disinfectant sprays, and other items to the senior citizens of the counties.

The agency has served over 3,200 meals in both counties since April 2021, utilizing agency staff, community volunteers, both counties' Sheriffs Department, Supervisors, and fraternities.



# ECCD

## DIVISION OF EARLY CHILDHOOD CARE & DEVELOPMENT

The Division of Early Childhood Care and Development (DECCD) serves as the policymaking and service-delivery agent for the Child Care and Development Fund (CCDF) and Maternal, Infant, and Early Childhood Home Visiting Program (MIECHV) in the State of Mississippi. Using a combination of federal and state dollars, DECCD houses the Child Care Payment Program, the Mississippi Child Care Resource & Referral Network, and the Healthy Families Mississippi Program.

### 2021 HIGHLIGHTS



**35,101**

Total Children Served (CCPP)



**608**

Total Children Served  
(HFM)



**128**

Family Engagement Events  
at R&R Network Locations



**2,331**

Technical Assistance  
Hours Offered, R&R Network



**501**

Professional Development Classes  
at R&R Network Locations



**651**

Total Families Served  
(HFM)



**10,001**

Home Visits (HFM)



**6,872**

R&R Network Location  
Visitors



## HEALTHY FAMILIES MISSISSIPPI (HFM)

Healthy Families Mississippi provides home visiting services to assist families with parenting skills, access to community supports and services, financial planning, and the building of healthy social support networks. Healthy Families Mississippi serves pregnant mothers, low-income families with children up to three years of age, families with a history of substance abuse, domestic violence, incarceration, and families with children diagnosed with developmental delays. HFM is available in 14 counties.

This year HFM implemented a one-step eligibility process to increase program enrollment and program capacity. With the new one-step eligibility, HFM family workers were able to develop support based on the family's needs more quickly and efficiently. The more streamlined eligibility process also allowed more families to be enrolled and served by the Healthy Families program. HFM recognized the need to be more responsive to family needs in light of the COVID-19 Pandemic. This need led to the development of the COVID Impact Tracker assessment tool and the Pandemic Emotional Impact Scale assessment tool. These new assessment tools allowed HFM family workers to determine how the pandemic affected families in terms of their income, housing situation, medical treatment availability, employment, childcare availability, and emotional impact that the pandemic was having on the family. With the addition of these assessments, HFM family workers were able to understand negative pandemic factors better and respond to those needs of enrolled families.



## CHILD CARE RESOURCE & REFERRAL NETWORK

The Mississippi Child Care Resource & Referral Network delivers quality training and on-site technical assistance to childcare providers on child development, curriculum and pedagogy, health and safety, nutrition, supporting children with special needs, and more. The Network was built by utilizing partnerships with Mississippi universities, community colleges, local resource agencies, and others. The collaboration among the various organizations ensures that training is based on sound child development research and evidence-based practice.



## CHILD CARE PAYMENT PROGRAM (CCPP)

The CCPP program provides childcare subsidy and support for the provision of quality child care to families receiving TANF, experiencing homelessness, caring for foster children, working for low-income families, students, or individuals with special needs. Eligible parents include low-income working parents or parents who are enrolled in an approved education or training activity. Parents may use these certificates with a child care provider that meets the family's needs and has been approved by DECCD to provide child care services. By subsidizing child care costs, DECCD helps to alleviate a tremendous financial burden for families. DECCD partners with child care providers across the state to offer quality care and education to families participating in the Child Care Payment Program.

## COVID-19 RESPONSE

The Novel "Coronavirus" COVID-19 Pandemic hit hard in 2020. At the beginning of the pandemic, over 70% of child care programs were forced to close due to low attendance or to allow providers to self-quarantine. During this time, DECCD put the Child Care Assistance in Isolation Response (CCAIR) Plan in place. In addition to providing guidance on operating a child care center during the COVID-19 pandemic, CCAIR included financial support to child care providers and families using Coronavirus Aid, Relief, and Economic Security (CARES) Act funding.

As the pandemic has continued into 2021, DECCD continues to offer financial assistance to child care providers and families using a combination of CCDF Discretionary dollars and Federal Relief dollars from the Coronavirus Response and Relief Supplemental Appropriations (CRRSA) Act. These financial supports include paying a 25% increased enhanced subsidy rate to child care providers and covering the cost of parent co-payments for families participating in the Child Care Payment Program. DECCD also issued Emergency Certificates to working parents deemed "essential personnel."

# EAE

## DIVISION OF ECONOMIC ASSISTANCE ELIGIBILITY

The Division of Economic Assistance Eligibility administers important programs that help Mississippians lead better lives.

### 2021 HIGHLIGHTS

#### SNAP



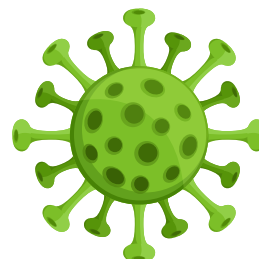
**413,289**

Average # of people that  
received SNAP



**\$1,081,352,863**

Amount of SNAP  
benefits disbursed



**\$365,490,849**

Amount of SNAP Emergency  
Allotments disbursed



**3,573**

Total applicants  
SNAP outreach



**324,388**

Average # of households  
that received SNAP



**17,318**

SNAP-ED participants

#### TANF



**1,827**

Average # of households  
that received TANF



**3,076**

Average # of people that  
received TANF



**\$3,236,081**

Amount TANF benefits  
disbursed



**156,333**

boxes issued through the Commodity Supplemental Food Program (CSFP)



**166,869**

people that received assistance from The Emergency Food Assistance Program (TEFAP)



**1,214**

# of participants for the Sexual Risk Avoidance Education (SRAE) program

## SUCCESS STORIES

### KALIA LUMPKIN

Kalia Lumpkin and her four-year-old son live with her elderly grandmother in the small Delta town of Cary. A 2018 graduate of South Delta High School, Kalia enrolled in fall 2018 at Mississippi Delta Community College (MDCC). Like thousands of other Delta residents who experience the burden of under employment, Kalia desired to fight for a better living, but found few opportunities to support her family. Kalia started working at the MDCC campus, but balancing school, work, and caring for a young child proved challenging. Missing her son and family, Kalia only completed two semesters on campus and moved home to continue online enrollment through MDCC while taking a full-time job at Church's Chicken in Rolling Fork to provide for her family. At first, Kalia was able to balance classes and caring for her family, but like many other Mississippians faced with a growing child and aging grandparent, expenses began to wage a war against her future. Kalia began to work more hours, which caused additional challenges with her schoolwork almost causing Kalia to withdraw from classes. Kalia kept working for a brighter future for her family. Kalia never lost hope, providing for her family while also working to overcome what seemed like insurmountable odds to complete her education. Just as things seemed to be back on track, Kalia experienced the devastating loss of her son's father. It was a pain she never imagined she would have to bear so early in life. A week after laying her son's father to rest, Kalia and her son were diagnosed with COVID-19. Being homesick with no benefits was very overwhelming for her. She wanted to give up, ready to throw in the towel, but she prayed, picked up the pieces, and continued.

Quitting her job because of the heavy load, Kalia's only income was her child's Social Security check from his father. Yet she didn't give up. Kalia applied for Supplemental Nutrition Assistance Program (SNAP) benefits to lighten her load and help provide food for her family. Kalia stated, "My caseworker, Ms. Shanna Henderson, was so nice and worked diligently to get me the assistance that I needed. I was approved, and things turned around for the better!" With the assistance of the Sharkey County DHS office, Kalia no longer had to worry about food and daycare. With assistance through MDHS, Kalia quickly got back on track with school. After catching up on assignments, Kalia received notice that she would be graduating from MDCC. Kalia was pressed and challenged beyond what many experience in a lifetime. Fighting for a better future for her family, working to provide, and with SNAP benefits to lighten her load, she appreciated everything that was done for her in her push for self-determination. "The Sharkey County DHS office helped me tremendously, and for that, I am grateful!"

### ASHLEY JOHNSON

My name is Ashley Johnson and I would like to share my story with you. Before being hired in 2021, I was a TANF Work Program (TWP) client. When I applied, I was experiencing the darkest time of my life. I had two boys that I was raising alone, so I knew it was time to get my life on track, if not for myself, then for my boys. I applied for Temporary Assistance to Needy Families (TANF) and began the work program. I didn't have a high school diploma when I came to the agency for assistance. I obtained my GED while on the TANF program. I was assigned to the MDHS office in George County for my TWP work site. In May of 2012, after I had my third son, I was hired for the clerk position in the George County office. I was a clerk for about two years and decided it was time to take my career further when the Eligibility Worker (EW) position became available. In 2014, I was promoted to EW-I, and EW-II a year later. In 2017, I applied for a Case Manager position and was promoted.

In January 2020, I was promoted to the Program Specialist position. I wasn't stopping there! In February 2021, I applied for the County Director position in Stone County to which I was appointed in April 2021. I have worked my way up from a TANF Work Program client to the Director of a MDHS County Office. I tell my boys that you can make it anywhere in life that you desire if you are willing to work for it. I could not have done it without the support from my work family, my husband and children, and the Lord! It is my hope that this inspires someone to never give up.

### CHRISTA WEBB

Reliable transportation to/from work is a constant challenge for many clients to maintain steady employment in order to keep eligibility in the Temporary Assistance for Needy Families program. Christa Webb, due to transportation challenges was previously on the Temporary Assistance for Needy Families (TANF) program in 2019, but lost eligibility due to unforeseen familial circumstances.

Once the family issues settled down, Christa came back to MDHS to volunteer for the TANF Work Program in 2020. Through the TANF Work Program, she was able to find employment and maintain TANF eligibility. While Christa found meaningful employment, she struggled to find reliable transportation, so she returned and applied for TANF funded transitional transportation services. She continues to work and has since gained a new job with increased hourly pay. Christa will remain on TANF transitional transportation services through the end of 2021 as long as she meets work force eligibility requirements.

## DIVISION OF YOUTH SERVICES

The Division of Youth Services (DYS) administers community-based probation/aftercare services and institutional programs at Oakley Youth Development Center for juveniles adjudicated as delinquent in Mississippi Youth Courts or at risk of becoming delinquent. Most importantly, DYS is charged with providing youth with the skills needed to be successful in life.

### 2021 HIGHLIGHTS



#### 7 Youths

Received their High School Diploma or GED



#### 11 Youths

Are working towards their high school graduation



#### 7 Students

Have gained employment since leaving Oakley



#### 9 Students

Have completed Substance Abuse Disorder group



#### 9 Youths

Were removed from parole or probation



#### 17 Youths

Have remained drug and/or alcohol free after joining an assistance program



#### 5 Students

Completed parenting classes and received certificates of completion



## STAFF ACCOMPLISHMENTS

### ZERO STUDENT COVID CASES

Due to staff diligence and following procedures and protocol, Oakley Youth Development Center did not have any student COVID cases during FY21.



### COVID-19/PERSONAL PROTECTIVE EQUIPMENT (PPE)

DYS received funding from the Department of Public Safety to purchase COVID-19/Personal Protective Equipment (PPE) for Oakley, including two Temperature Screening Terminals used daily by staff.



### CERTIFICATIONS/LICENSURE

#### MS. JANICE SMITH

Oakley Branch Director, Ms. Janice Smith, graduated with her Specialist in Education from Jackson State University in Spring 2021. Ms. Smith has also received her AAA License in Education and certifications in Psychometric Services, Business Technology, and General Business. Additionally, she received her certification in Guidance and Counseling.

#### CHAPIYA RICHARDSON

Youth Services Counselor, Chapiya Richardson, received a master's degree in December 2020.



#### DR. TRACI GREEN

Dr. Traci Green, Director of Mental Health Services at Oakley, was recently recognized as Supervisor of the Quarter. She was presented her award by Executive Director Bob Anderson.



### DYS PARTNERSHIPS



#### HOPE NAVIGATORS

DYS has had over 50 staff members who have completed the requirements to become Hope Navigators. This is an ongoing initiative and partnership with the Hope Science Institute of Mississippi.

#### YOUTH AWARENESS

Wayne County DYS has an ongoing partnership with local law enforcement agencies and other stakeholders. As a result of this collaboration, the local Youth Services staff members have implemented Youth Awareness Classes. The classes began in Spring 2021. Class topics include, but are not limited to, the consequences of being in possession of drugs and their usage, mental health, and drug use and its effects. Additionally, judges are present to discuss youth court, parental involvement, and other related topics. Over twenty-five youth have attended and participated in the classes.

# WDPM

## DIVISION OF WORKFORCE DEVELOPMENT & PARTNERSHIP MANAGEMENT

The Division of Workforce Development and Partnership Management continues to engage and collaborate with partners to improve workforce participation across the state and connect job seekers to resources necessary for success.



Refill Jackson Initiative  
16 Participants Served  
14 Credentials Gained



Hinds Community College  
105 Participants Served  
87 Credentials Gained



MS Low-Income Childcare Initiative  
Currently Serving 14 Participants



East MS Community College  
35 Participants Served  
22 Credentials Gained

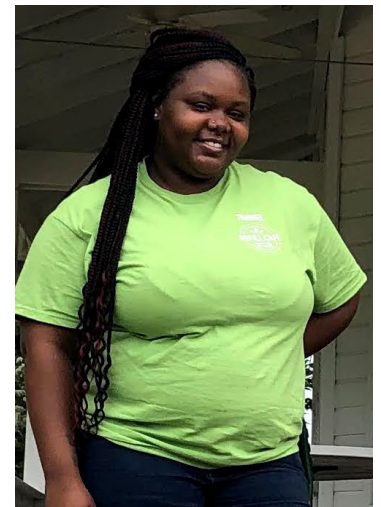
## SNAP EMPLOYMENT AND TRAINING PROGRAM (SNAP E&T)

Through Third-Party partnerships, the SNAP Employment and Training (E&T) Program continues to connect eligible SNAP recipients to education, short-term workforce skills training, and work experience so participants can stack credentials to obtain a career with a livable wage.

### REFILL JACKSON INITIATIVE

Charmecia Clemmons is a graduate of the Refill Jackson Initiative Workforce Training program. She graduated from Forest Hill High School in 2016 and had some college experience from Hinds Community College and Holmes Community College in the Social Work field. Charmecia's previous work experience included customer services and warehouse, but she wanted more. She came to Refill by referral of a family friend and applied for a spot in Cohort 4 as a SNAP E&T program participant. She was accepted. Charmecia worked diligently to enhance her soft skills needed for the workforce community. She received strong weekly feedback from staff and worked diligently to secure an internship to practice technical skills learned from on-the-job training. After graduating from Refill's SNAP E&T 8-week program, Charmecia created a plan to return to college and pay off financial aid obligations from her previous attendance. Charmecia's opportunity for employment occurred after she interviewed for an internship at Magnolia Senior Care as a Recreational Aide. There, she engaged in a 3-month paid internship in December 2020.

In this role and at the height of the COVID-19 pandemic, she greeted residence visitors, coordinated a schedule of Zoom meetings between residents and their families, and performed other administrative duties. Through these activities, she provided a sense of normalcy by creating a creative way to maintain face-to-face conversations in a period of social isolation. After completing her internship, she was invited to apply for full-time employment, where she continues to work. Refill's SNAP E&T emphasis on workforce competencies include communication, initiative, response to supervision, teamwork, and dress code, along with the incorporation of constructive feedback. These focuses have proven to be essential skills for Charmecia to succeed in the workforce. She is a shining example of how planning and preparation for success can lead to long-term employment stability.



## HINDS COMMUNITY COLLEGE

LaShantrique Craine has been in the Hinds Community College Practical Nursing Program since August 2020 and is a Skills2Work participant from March 2021 through July 2021.

She began in the Registered Nursing program at HCC and then went into their Practical Nursing program at the Jackson Campus in Nursing Allied Health. She is a Forrest Hill High School graduate and has attended the University of Southern Mississippi to obtain her college prerequisites.

On July 30, 2021, Lashantrique Craine graduated from Hinds Community College from the Practical Nursing program as a recipient in the MDHS SNAP Employment & Training Skills2Work Program. She finished with a Career Certificate on August 2, 2021. She had work experience with Temp Staff as an assembly line worker at the Milwaukee Tool Factory and Kelly Services as a Teacher Substitute working at the Hinds County School District and Jackson Public School District, but she was tired of living paycheck to paycheck. She desired to become a Licensed Practical Nurse and to then pursue a Registered Nursing Degree.

She is currently studying for the NCLEX and state boards test to pass and receive her license in September 2021. However, in the meantime, she is working and has applied for the Emergency Nursing License in order to join the fight against COVID in Mississippi. She plans to work for a year for experience and then apply for the Hinds Community College Transition to Registered Nursing program.

"I faced so many difficulties during this journey of nursing school, but I never gave up. I just prayed, kept the faith, and continued to be positive while supporting everyone else. I am beyond grateful for my family, friends, and classmates for all the love and support."



## TANF WORK PROGRAM

In partnership with the MS Department of Employment Security (MDES), TANF recipients receive training and support services while seeking employment.

### LA'DESHA JONES

La'Desha Jones was a single mother who became unemployed due to the closure of her daughter's childcare center during the pandemic. She was unable to work and sought assistance from MDHS. She applied for TANF, was approved, and referred to the Jackson WIN Job center to participate in the TANF Work Program. Her ultimate job goal was to work with a company that would allow her to help others. With the assistance of the WIN Job Center, La'Desha was placed with Alpha Investments to perform community service. Working as a volunteer allowed her to demonstrate that she could report to work as scheduled and



gain the knowledge to perform at or above company standards. She showed that she could follow the policies of the organization and work in a team office environment. For a short period, La'Desha was reassigned to Job Readiness Training. However, because of her impressive work ethic and meaningful contribution, she was missed at Alpha Investments. Shortly after her re-assignment, the owner of Alpha Investments called the WIN Job Center and asked, "What can I do to hire La'Desha?" My response was, "Make her an offer," and they did. It was music to our ears. La'Desha accepted the offer and transitioned from training to full-time employment as a Research Analyst Assistant.

La'Desha does not take for granted how difficult it can be to find employment in a desired position. The TANF Work Program, in cooperation with community businesses, can provide the resources families need for future success.

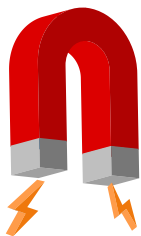
## TANF SERVICE PARTNERSHIPS

Since 2019, MDHS has partnered with agencies across the state to provide workforce training for eligible individuals. With a focus on short-term career pathways that produce higher-paying jobs, Mississippians are getting back into the workforce after the impacts of COVID-19.

# COMMUNICATIONS

## DIVISION OF COMMUNICATIONS

The Division of Communications exists to promote a positive image for the Mississippi Department of Human Services and the State of Mississippi. It serves as the distribution point for information and provides centralized, consistent contact for the Governor's office, media, and other agency communications offices.



**849,000**

Total Engagements, Facebook

**299,000**

Total Engagements, Twitter



**5,087**

Facebook Messaging Connections

\*The number of people your page can contact in messenger.

**2021**  
HIGHLIGHTS

### SOCIAL MEDIA



**17,160**

New Facebook Followers

**944**

New Instagram Followers

**586**

New Twitter Followers

**562**

New LinkedIn Followers



**11,200,000**

Total Impressions, Facebook

**464,000**

Total Impressions, Twitter



**750**

Average # of posts on social media per platform

### NEWSLETTER



**77% Open Rate**

vs. industry average of +54%



**61,604**

Newsletter emails sent

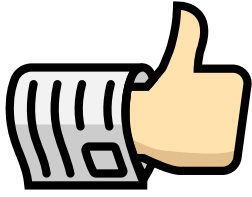


**18% Click Rate**

vs. industry average of +16%



## MEDIA



**2,240**

Positive News Stories



**2,334**

# News Stories



**58**

# of press releases sent



**26**

On-air interviews

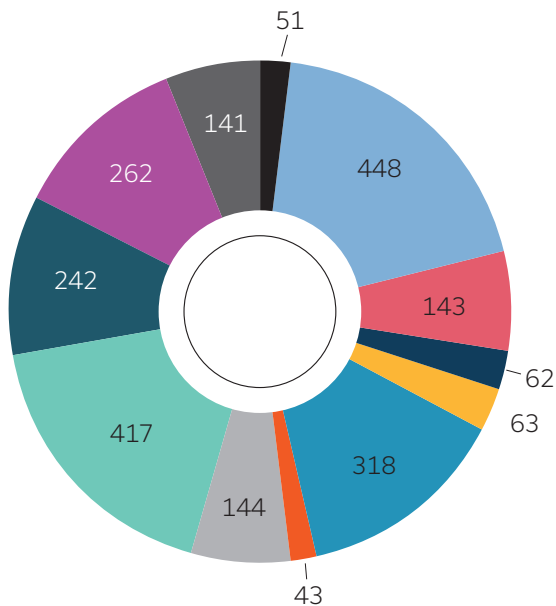
## RECOGNITION



### SILVER ANVIL

The Public Relations Society of America (PRSA) is the nation's leading professional organization serving the communications and public relations community. The Silver Anvil Awards symbolize the forging of public opinion — they have been awarded each year to organizations that have successfully addressed challenging issues with exemplary professional skill, creativity, and resourcefulness.

This year, the MDHS Communications Division entered its submission into the Crisis Communications category: *Handcuffs on the Head Honcho: Restoring Public Trust After the Largest Embezzlement Scheme in State's History* and left with an Award of Excellence.



### NEWS BY MONTH

|                    |                   |
|--------------------|-------------------|
| ● JULY :: 51       | ● JANUARY :: 43   |
| ● AUGUST :: 448    | ● FEBRUARY :: 144 |
| ● SEPTEMBER :: 143 | ● MARCH :: 417    |
| ● OCTOBER :: 62    | ● APRIL :: 242    |
| ● NOVEMBER :: 63   | ● MAY :: 262      |
| ● DECEMBER :: 318  | ● JUNE :: 141     |

# COMPLIANCE

## OFFICE OF COMPLIANCE

The Office of Compliance strives to promote a culture that encourages ethical conduct and commitment to compliance with federal and state regulatory requirements, agency policies and procedures, and service excellence, while making a good faith effort to detect, review and correct inappropriate business practices. This is accomplished through the establishment of controls, quality reviews, fiscal and programmatic monitoring activities, education and training, transparency, complaint resolution, accountability, and reporting. The Office of Compliance consists of four divisions: Monitoring, SNAP QC, Programmatic QC, and External Affairs.



**\$656,734.22**

Amount of questioned costs  
identified by the Division of  
Monitoring

**2021**  
**HIGHLIGHTS**



**\$37,319.70**

Identified amount of  
overpayments found by  
Programmatic QC



**3 Days**

Client & Constituent Services  
42% of the issues and concerns  
were resolved within three days

The Office of Compliance's focus is centered on the elements of an effective compliance program. It aims to enhance the operations of the agency, advance the quality of services the agency provides through prevention, detection, and correction of non-compliance.



### COMPLIANCE PROGRAM OVERSIGHT

The Office of Compliance, consisting of a Chief Compliance Officer and a Deputy Compliance Officer, supports the agency's mission by promoting a culture that encourages ethical conduct and a commitment to compliance with federal and state regulatory requirements and agency policy and procedures.

### POLICIES AND PROCEDURES

The Office of Compliance facilitated the completion and storage of agency-wide Standard Operating Procedures (SOPs). Standard operating procedures help facilitate quality assurance and quality control for process management, process evaluation, and routine job duties process improvement. SOPs have been developed by each division and are required to be updated at least annually and submitted to the Office of Compliance. Additionally, the Administrative Code is now included on the agency's website for ease of access to employees and individuals the agency serves.

### TRAINING AND EDUCATION

Calendar year 2020 marked the first year the agency received compliance training. Compliance training highlights compliance issues, changes to the program, new developments in law or regulations, and re-emphasizes the agency's code of conduct. Compliance training is annual and mandatory for all employees. 873 agency employees completed Compliance training during this reporting period.

### COMMUNICATION

The Office of Compliance encourages employees to report instances of noncompliance and offers methods for good faith reporting via a compliance complaint form located on the agency's Employee Portal and via electronic mail. The mailbox is monitored by the Deputy Compliance Officer, and employee concerns will

be promptly addressed, without any fear of retaliation per the MS State Employee Handbook.

## **MONITORING AND AUDITING**

Through Monitoring and Auditing, the Office of Compliance can determine areas of risk to the agency and ensure areas of concern are addressed. The agency's fiscal and programmatic monitoring/auditing and quality control review activities are conducted by the Office of Compliance through the Divisions of Monitoring, Programmatic Quality Control, and SNAP Quality Control.

## **DIVISION OF MONITORING**

The Division of Monitoring performs fiscal reviews for all subgrants awarded through MDHS in accordance with 2 CFR § 200.329 to ensure awards are used for authorized purposes. The Division of Monitoring performs its functions through onsite and desk reviews of all MDHS awarded subgrantees. The Division of Monitoring has completed 45 reviews identifying \$656,734.22 in questioned costs.

## **DIVISION OF PROGRAMMATIC QUALITY CONTROL**

The Division of Programmatic Quality Control (QC) conducts quality control reviews of MDHS Programs. Federal funding received by MDHS requires specific monitoring guidelines and reporting; therefore, reviews are conducted as required, and findings are reported to the appropriate MDHS program division and/or federal agency.

Current reviews include Child Support, Child Care Payment, Child Care Provider, LIHEAP eligibility, and Youth Services reviews focused on Youth Courts and Oakley Youth Development Center. Programmatic QC has reviewed and completed a total of 1772 cases, identified 983 errors and \$37,319.70 in overpayments.

## **DIVISION OF SNAP QUALITY CONTROL**

The Division of SNAP Quality Control (QC) consists of SNAP QC and SNAP Management Evaluation (ME) reviews. SNAP QC monitors the accuracy of eligibility and benefit determinations. SNAP QC reviews are used to determine errors within the SNAP QC program.

During this reporting period, SNAP QC completed reviews on 435 clients who received benefits and 480 clients where benefits were denied or terminated. The SNAP ME review examines the complete process of a county office to determine compliance with program policies and procedures. This review monitors the successful operation of the SNAP Program.

## **CONSISTENT DISCIPLINE**

The Office of Compliance is committed to supporting the agency's mission by enforcing appropriate disciplinary action against employees who have violated the agency's policies, applicable statutes, regulations and/or other requirements. MDHS will follow guidelines for disciplinary action as outlined in the MS State Employee Handbook, Chapter 7, Employee Corrective and Disciplinary Action.

## **CORRECTIVE ACTION**

The Office of Compliance has developed processes to intake and respond promptly to noncompliance issues, client complaints, stakeholders, and other complaints.

## **OFFICE OF EXTERNAL AFFAIRS**

The Office of External Affairs is a newly formed division of the Office of Compliance and seeks to accomplish the following mission:

- Identify and address the root causes of client complaints and concerns.
- Resolve conflicts between members of the public and the agency in a manner that is fair to all parties.
- Provide accurate and timely information to government officials.
- Develop and pursue a legislative agenda that supports the mission and vision of the agency.
- Drive the adoption of innovative and forward-looking policies and practices that move the agency closer to excellence.

## **MDHS LEGISLATIVE SUCCESS**

The Mississippi Legislature passed significant legislation during the 2021 legislative session that will enhance the agency's ability to serve Mississippi families. MDHS Investigators requested law enforcement authority for the third consecutive legislative session to better prevent, identify, and eliminate fraud. Their request was approved in the 2021 session. As law enforcement officers, MDHS investigators will be better equipped to handle investigations from start to finish, protect taxpayer dollars, and eliminate fraud.

Additionally, MDHS received \$5 million to begin the process of replacing outdated legacy data systems. Many of the agency's computer systems are more than 30 years old, and the legislature's initial \$5 million investment will allow MDHS to begin the crucial upgrades needed to better serve our clients. Lastly, for the first time in 22 years, MDHS and the Mississippi Legislature increased support for needy families receiving TANF basic assistance. The \$90 per month increase of TANF basic assistance is a critical part of moving Mississippians from a state of crisis and vulnerability to self-sufficiency by providing the necessary resources for success.

## **CLIENT AND CONSTITUENT SERVICES**

The Office of External Affairs has worked closely with many of the agency's largest divisions to develop and implement new complaint and concern tracking and resolution tools and procedures over the past year. These measures have allowed us to resolve individual issues facing clients as well as make targeted improvements to systems, policies, and procedures. By partnering closely with the agency's constituent services specialists within divisions, we were able to provide assistance to more than 1,000 Mississippians.

Over the most recent four months, 42 percent of the issues and concerns shared with our office were resolved within three days, and 61 percent were resolved within ten days or less. Whether a client's issue is straightforward or highly complex, we are grateful for the opportunity to solve problems and implement long-term solutions that benefit those we serve.

The purpose of the Office of Inspector General (OIG) is to detect and deter fraud, waste, and abuse, and misconduct within MDHS programs and support services, while promoting efficiency for the agency. OIG's core values are comprised of integrity, independence, transparency, and accountability. OIG consists of four divisions: Administrative Hearings, Benefit Recovery, Internal Audit, and Investigations.



### THE INTERNAL AUDIT DIVISION

The Internal Audit Division assists MDHS in accomplishing its objectives by evaluating and improving the effectiveness of the organization's governance, risk management, and internal controls. This unit is also responsible for being the liaison between the Office of the State Auditor and all external audits from our federal partners.

### THE ADMINISTRATIVE HEARINGS DIVISION

The Administrative Hearings Division conducts programmatic administrative disqualification hearings and programmatic administrative agency appeal hearings for most of MDHS programmatic divisions. Heard approximately:

- 545 administrative disqualification hearings regarding SNAP
- 602 fair hearings regarding SNAP
- 7 administrative disqualification hearings regarding DECCD
- 35 fair hearings regarding DECCD
- 12 hearings regarding Subgrant
- 1 fair hearing regarding LIHEAP

### THE INVESTIGATIONS DIVISION

The Investigations Division conducts in-depth investigations of all MDHS cases involving suspected fraud, misuse, and/or abuse preliminary to an administrative hearing initiating a civil or criminal action.

Open Investigations:

- 2315 SNAP investigations
- 53 Child Care investigations
- 47 TANF investigations
- 157 Child Care investigations
- 34 Weatherization/LIHEAP/Comm. Svc. investigations
- 2 OYDC
- 5 Subgrant investigations

### THE BENEFIT RECOVERY DIVISION

The Benefit Recovery Division establishes, reviews, approves, and denies improper payments for MDHS programmatic divisions.

|                                     | SNAP           | TANF     | DECCD        | LIHEAP      | SUBGRANTS    |
|-------------------------------------|----------------|----------|--------------|-------------|--------------|
| <b># of Claims Established</b>      | 2,699          | 21       | 56           | 9           | 35           |
| <b>Amount of Claims Established</b> | \$4,040,122.80 | \$17,583 | \$203,580.31 | \$18,674.14 | \$591,399.80 |
| <b>Amount of Claims Recovered</b>   | \$3,708,123.55 | \$1,233  | \$155,022.94 | \$6,870.21  | \$124,129.70 |



# ED

## DIVISION OF EMPLOYEE DEVELOPMENT

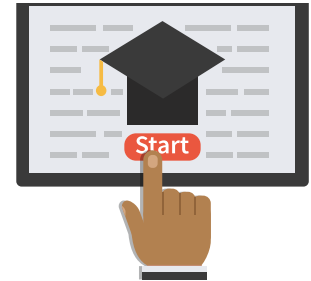
The Division of Employee Development (DED) partners with divisions to advance their education and training initiatives and staff needs.



**10,203**

Total attendance of  
courses offered

**2021**  
HIGHLIGHTS



**LMS**

Purchased a new Learning  
Management System

**28**

Courses offered



Provided employees with training  
during the pandemic



Produced a Standard Operating  
Procedure for the division

### NEW LEARNING MANAGEMENT SYSTEM (LMS)

In the fall of 2020, DED introduced a new LMS to MDHS employees. This e-learning platform helps to reduce in-person training. The LMS also captures digital files of each learner's training completions, synchronizing training for new and existing staff. DED's overarching goal is to advance the knowledge and skills of MDHS' workforce.

### COVID-19

The DED team supported the division of Safety and Emergency Services by being in rotation for temperature screening at the state office. Additionally, one team member supported Human Resources by conducting contact tracing with staff that reported having Covid-19.

### POVERTY SIMULATION

The DED team attended a day-long Community Action Poverty Simulation Facilitator Virtual Training, which was an overview of how to conduct a Poverty Simulation Training event locally, with the Missouri Community Action Network.

### ABLE TRAINING WITH MDRS

Facilitated training for the Mississippi Department of Rehabilitation Services to train key MDHS staff who would deal with disabled Mississippians concerning special bank account administration.

### TRAINING ADVISORY COUNCIL

DED formed an employee development board with stakeholders from throughout the agency's divisional programs and internal divisions to discuss needs identified and ideas shared that DED can develop or facilitate that will help the agency as a whole.

# BUDGETS & ACCOUNTING

## TOTAL EXPENDITURES BY DIVISION

JULY 1, 2020 - JUNE 30, 2021

### MAJOR OBJECTS OF EXPENDITURE

| DIVISION                           | SALARIES            | TRAVEL           | CONTRACTUAL SERVICES |
|------------------------------------|---------------------|------------------|----------------------|
| Field Operations                   | 34,466,610          | 210,357          | 18,528,709           |
| Family Foundation & Support        | 1,723,873           | 116              | 42,736,879           |
| Early Childhood Care & Development | 4,876,530           | 21,724           | 1,950,022            |
| Aging & Adult Services             | 1,541,709           | 3,276            | 2,192,829            |
| Youth Services                     | 13,497,637          | 83,171           | 2,333,026            |
| Community Services                 | 604,865             | 2,052            | 1,505,006            |
| Support Services                   | 19,274,251          | 79,626           | 7,432,980            |
| <b>TOTAL</b>                       | <b>\$75,985,476</b> | <b>\$400,322</b> | <b>\$76,679,451</b>  |

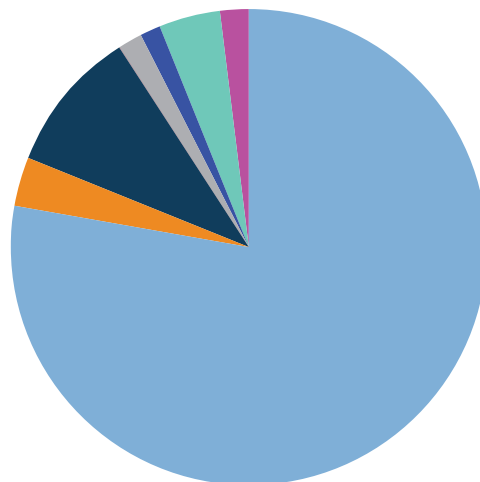
## SOURCE OF FUNDING BY DIVISION

JULY 1, 2020 - JUNE 30, 2021

| DIVISION                           | FEDERAL                | STATE               |
|------------------------------------|------------------------|---------------------|
| Field Operations                   | 1,117,355,721          | 23,854,642          |
| Family Foundation & Support        | 30,200,871             | 11,585,820          |
| Early Childhood Care & Development | 136,659,369            | 8,252,143           |
| Aging & Adult Services             | 20,884,149             | 2,391,157           |
| Youth Services                     | 1,914,280              | 15,734,142          |
| Community Services                 | 60,671,954             |                     |
| Support Services                   | 19,386,977             | 8,081,682           |
| <b>TOTAL</b>                       | <b>\$1,387,073,321</b> | <b>\$69,899,587</b> |

| COMMODITIES        | CAPITAL OUTLAY<br>EQUIPMENT | SUBSIDIES, LOANS,<br>& GRANTS | TOTAL EXPENDITURES     |
|--------------------|-----------------------------|-------------------------------|------------------------|
| 457,797            | 75,793                      | 1,087,729,751                 | 1,141,469,016          |
| 54,173             | 38,571                      | 294,726                       | 44,848,338             |
| 25,876             | 10,047                      | 138,921,477                   | 145,805,677            |
| 137,697            | 165,099                     | 20,395,203                    | 24,435,812             |
| 487,691            | 72,655                      | 34,899                        | 16,509,079             |
| 61,572             | 25,524                      | 58,472,936                    | 60,671,954             |
| 222,278            | 216,940                     | 242,585                       | 27,468,659             |
| <b>\$1,447,083</b> | <b>\$604,629</b>            | <b>\$1,306,091,577</b>        | <b>\$1,461,208,537</b> |

| OTHER              | TOTAL                  |
|--------------------|------------------------|
| 258,653            | 1,141,469,016          |
| 3,061,647          | 44,848,338             |
| 894,166            | 145,805,677            |
| 1,160,506          | 24,435,812             |
| 67,949             | 17,716,371             |
|                    | 60,671,954             |
|                    | 27,468,659             |
| <b>\$5,442,921</b> | <b>\$1,462,415,829</b> |



# ACRONYMS & GLOSSARY

## A

**AAA** – Area Agency on Aging are responsible for planning, advocating, coordinating, initiating, providing supportive services to older adults. there are 10 locations throughout the state: Central, East Central, North Central, Northeast, Southwest, Southern, Golden Triangle, Three Rivers, North Delta, and South Delta.

**ACL** - Administration for Community Living

**APS** – Adult Protective Services seeks to ensure that every older Mississippian is living the best life possible and protects their rights while expanding their opportunities for and access to quality services. They investigate reports of alleged abuse, neglect, and exploitation of vulnerable persons residing in private home settings.

## C

**CARES** - Coronavirus Aid, Relief, and Economic Security

**CCAIR** – Childcare Crisis Assistance in Isolation Response

**CCDF** – Child Care Development Fund assists low-income families in obtaining childcare so they can work or attend training/ education.

**CCPP** – Child Care Payment Program

**CFR** – Code of Federal Regulations is a codification of the general and permanent rules published in the Federal Register by the Executive departments and agencies of the Federal Government.

**CMPDD** - Central Mississippi Planning and Development District

**CRRSA** - Coronavirus Response and Relief Supplemental Appropriations

**CS** – Community Services

**CSBG** – Community Services Block Grant funds are used to alleviate the causes and effects of poverty. These programs are designed to relieve the immediate problems faced by low-income families as well as long-range programs to lift individuals out of poverty conditions.

**CSFP** – Commodity Supplemental Food Program

## D

**DAAS** – Division of Aging and Adult Services

**DCS** – Division of Community Services

**DCSE** – Division of Child Support Enforcement

**DEAE** – Division of Economic Assistance Eligibility

**DECCD** – Division of Early Childhood Care and Development

**DED** – Division of Employee Development

**DWDPM** – Division of Workforce Development and Partnership Management

**DYS** – Division of Youth Services

## E

**EW** – Eligibility Worker. The individual who determines eligibility for TANF, SNAP, and TWP.

## F

**FLOW** - Fixing Leaks or Water Breaks

## H

**HCC** – Hinds Community College

**HCBS** - Home and Community-Based Services

**HCC** - Hinds Community College

**HFM** – Healthy Families Mississippi

## L

**LIHEAP** – Low-Income Energy Assistance Program provides financial assistance for home heating and cooling, energy crisis intervention, and low-cost weatherization to low-income households, including the elderly, people with disabilities, families with young children, the working poor, and those making the difficult transition from welfare to work.

**LMS** – Learning Management System is a software application for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, or learning and development programs.

## M

**MAC Center** – Mississippi Access to Care Centers are welcoming and accessible places located across the state where older adults, persons with disabilities, and any individual, as well as their families and representatives, can obtain information and assistance in locating services or applying for benefits.

**MDCC** - Mississippi Delta Community College



**MDES** - Mississippi Department of Employment Security

**ME** - Management Evaluation are reviews conducted at the county level to determine if the State agency is administering and operating SNAP in accordance with program requirements.

**MIECHV** - Maternal, Infant, and Early Childhood Home Visiting Program

**MIPPA** - Medicare Improvements for Patients and Providers Act that assists Medicare beneficiaries with applying for Medicare Part D Extra Help/Low-Income Subsidy and Medicare Savings Program.

## O

**OIG** - Office of Inspector General

## P

**PPE** - Personal Protective Equipment

**PRSA** - Public Relations Society of America

## Q

**QC** - Quality Control is a system for measuring the accuracy of state eligibility and benefit determinations.

## R

**RCHRA** - Rankin County Human Resource Agency

**R&R** - Resource and Referral

## S

**SHIP** - State Health Insurance Assistance Program provides free, in-depth, unbiased, one-on-one counseling to Medicare beneficiaries about Medicare parts A, B, C, and D.

**SMPDD** - Southern Mississippi Planning and Development District

**SNAP** - Supplemental Nutrition Assistance Program is designed to help low-income households obtain a more nutritious diet by supplementing the funds they have to spend on food.

**SNAP E&T** - Supplemental Nutrition Assistance Program Education & Training

**SNAP-QCS** - Supplemental Nutrition Assistance Program - Quality Control

**SOP** - Standard Operating Procedures are a set of instructions or steps for handling routine operations.

**SRAE** - Sexual Risk Avoidance Education

## T

**TANF** - Temporary Assistance for Needy Families is a fixed block grant that provides time-limited assistance and requires those who receive it to work in exchange for benefits.

**TCR** - Transition to Community Referral

**TEFAP** - The Emergency Food Assistance Program

**TRPDD** - Three River's Planning and Development District

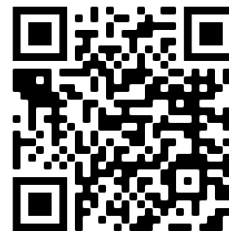
**TWP** - TANF Work Program assists TANF clients to become self-sufficient by providing needed employment-related activities and supportive services.

## W

**WAP** - Weatherization Assistance Program provides assistance to low-income households to correct problems of air infiltration in order to provide a healthier dwelling environment and to conserve energy.

**WEEAD** - World Elder Abuse Awareness Day

Scan this QR code for a complete list of acronyms and definitions:



**MDHS**

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

# HOT LINES

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|                                       |                     |
|---------------------------------------|---------------------|
| <b>VULNERABLE PERSON ABUSE</b>        | <b>844.437.6282</b> |
| <b>CHILD SUPPORT CUSTOMER SERVICE</b> | <b>877.882.4916</b> |
| <b>REPORT SUSPECTED FRAUD</b>         | <b>800.299.6905</b> |
| <b>CHILD CARE PAYMENT PROGRAM</b>     | <b>800.877.7882</b> |
| <b>SERVICES FOR SENIORS</b>           | <b>800.948.3090</b> |

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